

BAY COUNTY MEDICAL CARE FACILITY

JOB DESCRIPTION

DATE: 7-03-15

F.L.S.A. Class: Non-Exempt

TITLE: INFORMATION TECHNOLOGY SUPPORT TECHNICIAN
(Part Time/No Benefits)

SALARY RANGE: \$14.00/Hour (hire); \$14.50 (6 mo.); \$15.00 (1 yr.); \$16.00 (2 yr.)
29 Hours per Week

REPORTS TO: INFORMATION TECHNOLOGY NETWORK ADMINISTRATOR

JOB SUMMARY:

Under the direction of the Information Technology Network Administrator, will provide technical assistance and support pertaining to computer hardware, software, peripherals and applications. Will assist in the installation of computer systems and peripherals, both local and networked, as well as the installation of designated software applications. Additional responsibilities may include providing assistance and guidance to staff regarding troubleshooting hardware and software malfunctions, operate/maintain PCs, printers, and other associated peripheral equipment, coordinate and respond to requests submitted through a ticketing system and maintain and update equipment inventory. May require flexible work schedule including early morning, weekend and evening hours.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Provide technical assistance and support for issues related to computer hardware, software, peripherals and applications for staff
- Coordinate and respond to requests submitted through the ticketing system
- Troubleshoot and resolve incidents/outages in a timely manner or escalate incidents to the appropriate channel(s)
- Provide end user level technical support
- Provide end user level training on basic daily applications used including, but not limited to: MS Word, MS Excel, MS Outlook, MS Publisher, Adobe Acrobat and other computer related skills
- Assist with end user system updates and monitoring i.e. spyware removal and testing and virus checking etc.
- Monitor printers and fax machines operations for maintenance
- Follow up to ensure issues have been resolved
- Maintain and update Information Technology's equipment inventory
- Covers for the Information Technology Network Administrator in his/her absence
- Maintains confidentiality of all residents, employees and the Facility data
- Responsible for appropriate use of Facility supplies and equipment to minimize loss, waste and fraud
- Is knowledgeable of Resident Rights and ensures resident privacy and dignity and helps ensure a safe, secure environment for all residents

- Completes annual In-service training requirements, maintains acceptable attendance, and dresses in accordance with Dress Code Policy
- Complies with all organizational policies
- Perform all other duties as required or assigned

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Proficient in Microsoft Office 2010 and newer versions
- Proficient in Microsoft Windows XP and newer versions
- Experience with installation and configuration of computer hardware and software, including local and networked devices
- Ability to troubleshoot and repair computer hardware and software problems, including email, scanning, etc.
- Reliable self-starter and team player
- Ability to establish and maintain effective internal and external working relations
- Ability to work flexible hours
- Ability to follow instructions and work independently
- Detail oriented
- Excellent verbal and written communication skills, ability to succinctly communicate computer related information to staff
- Excellent interpersonal relation skills
- Working knowledge with installation of computer drivers/peripherals
- Ability to provide onsite and remote support
- Knowledge in performing Operating System updates/upgrades
- Vendor management
- Basic fax machine/printer maintenance (cleaning/replacing rollers, etc.)
- Basic security administration (disable/create/assign right when approved)
- Process reports when required
- Update website when required
- Ability to assist/coordinate staff with webinars
- Relocate a networked workstation with/without POE
- Ability to multi-task to meet deadlines and to readily adapt to change and current technology

JOB QUALIFICATIONS:

- Two years' business experience in information technology / computer operations
- Associate's Degree in Information Technology, Computer Science or a related degree preferred but not required
- IT Certifications i.e. Microsoft preferred but not required
- Valid, unrestricted driver's license

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- Work is split between a normal office environment and a resident care environment with minimal exposure to communicable diseases when using universal precaution methods
- Activities require manually lifting, transporting and handling reasonably heavy objects such as computers and printers
- During the performance of the duties of this job, the employee is regularly required to sit, keyboard, stoop, push, pull, and be mobile for various periods of time
- Work requires clear speech and visual and hearing acuity
- Employee is frequently required to read typed and/or hand written material
- Work performed requires repetitious hand, arm or finger motions, as well as manual/finger dexterity

Every employee of the Bay County Medical Care Facility is entitled to a safe and healthful workplace. All employees will follow safe and healthful work practices, obey safety and health rules and regulations, and work in a manner which maintains high safety and health standards. The Facility will provide and maintain safe and healthful working conditions, and we will establish and insist upon work methods and practices that promote a safe and healthful workplace at all times.

The job duties and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions of this position.

This Job Description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.

I have received, read and understand the above Job Description and Description of Physical Demands.

EMPLOYEE

DATE

FOR APPLICATION PROCEDURE AND INSTRUCTIONS, PLEASE GO TO:

<http://www.baycountymcf.com/how-to-apply.html>

IT Support Tech Job Desc.